

Medical Provider Network (MPN)



IMPORTANT INFORMATION
REGARDING CARE FOR YOUR
ON THE JOB INJURY/ILLNESS

CEO-Risk Management Division 525-5782

Date: MPN effective 09/05/06 Revised 12/1/09

Stanislaus County

Vision

...a county that is respected for its service in the community and is known as the best in America.

Mission

Stanislaus County serves the public interest by promoting public health, safety, welfare and the local economy in an efficient cost-effective manner.

Priorities

The Stanislaus County Board of Supervisors is committed to providing excellent community services and we charge the organization to effectively manage public resources, encourage innovation and continuously improve business efficiencies.

In collaboration with public and private partnerships we strive for:

- A safe community
- A healthy community
- A strong local economy
- Effective partnerships
- A strong agricultural economy/heritage
- A well-planned infrastructure system
- Efficient delivery of public services

Values

- Trustworthiness...acting with honesty, integrity, loyalty and keeping our promises
- Respect...treating everyone with dignity
- Responsibility...being accountable for our actions and pursuing excellence
- Fairness...treating others with impartiality and equity
- Caring...showing concern for the well-being of others
- Citizenship...obeying laws and regulations and caring about our Community

Stanislaus County has established a Medical Provider Network (MPN) according to title 8 California Code of Regulations 9767.1 Et. Seq. for the treatment of work related injuries.

Allied Managed Care (AMC) is Stanislaus County's MPN administrator. The purpose of this notice is to explain:

- The MPN;
- How to access care in the event of an injury; and,
- How to review, receive or access the MPN provider directory.

All inquiries and questions related to the MPN should be directed to:
Ralph Mathews or your Claims Examiner
by calling 1-800-444-6157

What is a Medical Provider Network (MPN)?

A MPN is a network of physicians who understand work-related injuries and who are contracted to provide health care services in the event you have a work related injury or illness while on the job, caused by your job.

The MPN will provide all the services needed to treat your work-related injury or illness, including primary and specialty care; after hours emergency services; radiology; and rehabilitation services. The MPN physicians will work with you and Stanislaus County to make sure you receive appropriate medical treatment and an effective plan for you to return to work safely and as soon as possible.

The MPN should only be used for injuries or illnesses that are covered under Stanislaus County's Workers' Compensation Self-Insured Plan. If you are injured at work, you must use the providers who are part of the MPN, unless you have pre-designated a personal physician prior to injury, or Stanislaus County's CEO-Risk Management Division's Disability Management Unit has authorized treatment outside the MPN.

How to access the MPN Provider Network Directory

The provider directory is available online at <http://www.stancounty.com/riskmgmt/risk-dm-home-main.shtm>, or from Stanislaus County's CEO-Risk Management Division's Disability Management Unit, your claims examiner or Ralph Mathews. A complete hard-copy list of all MPN providers will be provided upon request.

What to do in the event that you are injured at work

In the event of an emergency, or if urgent care is needed, **CALL 911** or go to the nearest hospital or urgent care center for medical treatment. Notify your supervisor, departmental Human Resources personnel or a member of the CEO-Risk Management Division's Disability Management Unit as soon as possible.

Emergency Care is needed when a medical condition starts with the sudden onset of se-

vere symptoms that without immediate medical attention could place your health in serious jeopardy. If your injury is work-related, advise the emergency care provider to contact the Stanislaus County Disability Unit (209-525-5782), claims examiner (800-444-6157) or Ralph Mathews to arrange for a transfer of your care to a Stanislaus County MPN provider at the medically appropriate time.

For non-urgent treatment, please report your injury immediately to your supervisor, departmental Human Resources personnel or a member of the CEO-Risk Management Division's Disability Management Unit. Arrangements will be made for you to be evaluated and treated, if necessary, by a provider within the MPN.

How do I access a doctor within the Medical Provider Network?

Please contact your supervisor, departmental Human Resources personnel, a member of the CEO-Risk Management Division's Disability Management Unit or your claims examiner who will arrange for an initial evaluation with a physician within the MPN within 3 business days. You are entitled to change to a different primary treating physician within the MPN after the 1st visit if you so choose. Your claims examiner or your CEO-Risk Management Division's Disability Management Unit member can provide you with a list of participating providers from which to choose. Or you may access the website at the bottom of the page. There are urgent care facilities, primary care physicians and hospitals for emergency care within 15 minutes or 30 miles of the places of employment and non-urgent care providers and specialists within 30 minutes or 60 miles of the places of employment. In rural areas where providers and hospitals fall outside of the MPN geographic mileage perimeters, Stanislaus County will authorize care with a non-MPN provider or MPN providers and will provide a list of medical providers to employees who work in rural areas.

How do I access a specialist?

If a specialist is required, you may select a specialist yourself from the website or by requesting a list of providers or specialists from your claims examiner, or you may ask your treating doctor to make a referral for you to a specialist within the MPN. If no provider with the required specialty is a member of the MPN, then your treating doctor will refer one or you may select one yourself of the appropriate specialty outside the MPN. You must receive an appointment within 20 business days.

Contact your claims examiner if you encounter any difficulty in obtaining an appointment within the prescribed time frame.

Please notify your claims examiner if you change providers within the MPN.

Second and Third Opinion Process

If at any time you disagree with the diagnosis or treatment prescribed by your primary treating physician, you may request a 2nd and 3rd opinion from physicians within the MPN. During this process you are required to continue with your treatment plan as prescribed by

your primary treating physician, or another physician within the MPN.

To Request a 2nd opinion.

It is your responsibility to follow the instructions below to obtain a 2nd opinion:

1. Inform the claims examiner, either orally or in writing, that you dispute your treating physician's opinion and request a 2nd opinion;
2. Select a physician or specialist from a list of available MPN providers;
3. Make an appointment with the 2nd opinion physician within 60 days and indicate whether a physical examination is requested; and,
4. Inform your claims examiner of the appointment date.

The claims examiner will:

1. Provide a regional list of providers for you to select a 2nd opinion physician based on his or her specialty or recognized expertise in treating your injury or illness;
2. Contact your primary treating physician;
3. Notify the 2nd opinion physician in writing that he or she has been selected to provide a 2nd opinion and the nature of the dispute;
4. Provide a copy of your medical records for the 2nd opinion physician to review prior to your appointment; and,
5. Inform you of your rights to request a copy of your medical records and provide a copy of the records to you upon request.

If you do not make an appointment with a 2nd opinion physician within 60 days of receiving the list of available MPN providers you will not be able to obtain a 2nd opinion regarding the disputed diagnosis or treatment.

If the 2nd opinion physician determines that your injury is outside of his or her scope of practice, he or she will notify you and the claims examiner so that a new list of providers can be provided.

A written report from the 2nd opinion physician will be given to you, your treating physician and claims examiner within 20 days of the appointment or receipt of the results of the diagnostic tests, whichever is later. If you disagree with the determination of the 2nd opinion physician you may request an opinion of a 3rd physician from within the MPN.

To Request a 3rd opinion.

It is your responsibility to follow the instructions below to obtain a 3rd opinion:

1. Inform the claims examiner either orally or in writing, that you dispute the opinion of the 2nd opinion physician;
2. Select a physician or specialist from a list of available MPN providers;

3. Make an appointment with the 3rd opinion physician within 60 days and indicate whether a physical examination is requested; and,
4. Inform your claims examiner of the appointment date.

The claims examiner will:

1. Provide a regional list of providers for you to select a 3rd opinion physician based on his or her specialty or recognized expertise in treating your injury or illness;
2. Contact your primary treating physician;
3. Notify the 3rd opinion physician in writing that he or she has been selected to provide a 3rd opinion and the nature of the dispute;
4. Provide a copy of your medical records for the 3rd opinion physician to review prior to your appointment;
5. Inform you of your rights to request a copy of your medical records and provide a copy of the records to you upon request; and,
6. Provide information regarding the Independent Medical Review Process (IMR). You may also request information directly from the:

Department of Workers' Compensation Medical Unit,
P.O. Box 71010, Oakland, CA 94612
(510) 286-3700 or (800) 794-6900.

If you do not make an appointment with a 3rd opinion physician within 60 days of receiving the list of available MPN providers you will not be able to obtain a 3rd opinion regarding the disputed diagnosis or treatment.

If the 3rd opinion physician determines that your injury is outside of his or her scope of practice, he or she will notify you and the claims examiner so that a new list of providers can be provided.

A written report from the 3rd opinion physician will be given to you, your treating physician and claims examiner within 20 days of the appointment or receipt of the results of the diagnostic tests, whichever is later.

If you disagree with the determination of the 3rd opinion physician you may file a request with the Workers' Compensation Administrative Director for an Independent Medical Review (IMR). Stanislaus County's CEO-Risk Management Division's Disability Management Unit member or the claims examiner will give you information on requesting an Independent Medical Review and a form at the time you request a third opinion.

If the 2nd or 3rd opinion physician recommends treatment, you may obtain this treatment by changing to the 2nd opinion physician, 3rd opinion physician, or other MPN physician.

Independent Medical Review Process (IMR)

You must have obtained a 2nd and 3rd opinion before you request an Independent Medical Review. If you dispute the 3rd opinion physician's determination you may file a request with

the Workers' Compensation Administrative Director for an Independent Medical Review. For information about filing an Independent Medical Review contact your claims examiner, or Department of Workers' Compensation Medical Unit listed on page 5.

Your claims examiner will complete the MPN Contact section of the Application for Independent Medical Review and list the treating physician specialty and alternative specialty, if any, that is different from the specialty of the treating physician. You must complete the "employee section" of the form, indicating whether you want an in-person examination or a medical records only review. You may list an alternative specialty, if any, that is different from the specialty of your treating physician.

Your claims examiner shall send all relevant medical records to the IMR physician with a copy to you. You may also provide additional materials or any relevant medical records to the IMR physician with a copy to the claims examiner.

The Administrative Director shall select an Independent Medical Reviewer with the appropriate specialty within 10 business days of receiving the application form. Selection of the Independent Medical Reviewer shall be based on the specialty of the treating physician, alternate specialties listed by you and the claims examiner, and information submitted on the Independent Medical Reviewer application.

You will need to contact the Independent Medical Reviewer within 60 calendar days of receiving his or her name to make arrangements for an appointment. If you do not contact the Independent Medical Reviewer for an appointment within 60 calendar days or receiving his or her name, then you shall be deemed to have waived the Independent Medical Review process with regard to the diagnosis or treatment of the treating physician. The Independent Medical Reviewer shall schedule an appointment for you within 30 calendar days of the request for an appointment, unless all parties agree to a later date. The Independent Medical Reviewer shall notify Ralph Mathews of the appointment date. Additional diagnostic tests will be arranged at the request of the Independent Medical Reviewer.

During this process you must remain within the Medical Provider Network for treatment. You may receive treatment from a physician of your choice from within the network.

If the Independent Medical Reviewer agrees with the diagnosis, diagnostic service or medical treatment prescribed by the treating physician, you must continue to receive medical treatment from physicians within the MPN.

If the Independent Medical Reviewer does not agree with the diagnosis, diagnostic service or medical treatment prescribed by the treating physician, you may seek medical treatment with a physician of your choice either within or outside the MPN. If you choose to seek treatment from a physician from outside the MPN, the treatment is limited to the treatment recommended by the Independent Medical Reviewer or the diagnostic service recommended by the IMR.

If you wish to withdraw your request for an Independent Medical Reviewer you must do so in writing and addressed to the Administrative Director at the address:

Department of Workers' Compensation Medical Unit,
P.O. Box 71010, Oakland, CA 94612
(510) 286-3700 or (800) 794-6900.

What if I am already being treated for a work-related injury before the MPN begins?

The "Transfer of Care" policy, will determine if you can continue being temporarily treated for an existing work-related injury by a physician outside of the MPN before your care is transferred into the MPN.

Can I Continue Being Treated By My Doctor?

You may qualify for continuing treatment with your non-MPN provider (through transfer of care or continuity of care) for up to a year if your injury or illness meets any of the following conditions:

- ◇ **(Acute)** The treatment for your injury or illness will be completed in less than 90 days;
- ◇ **(Serious or chronic)** Your injury or illness is one that is serious and continues for at least 90 days without full cure or worsens and requires ongoing treatment. You may be allowed to be treated by your current treating doctor for up to one year, until a safe transfer of care can be made.
- ◇ **(Terminal)** You have an incurable illness or irreversible condition that is likely to cause death within one year or less.
- ◇ **(Pending Surgery)** You already have a surgery or other procedure that has been authorized by your employer or insurer that will occur within 180 days of the MPN effective date, or the termination of contract date between the MPN and your doctor.

If you have properly pre-designated a primary treating physician, you cannot be transferred into the MPN. (If you have questions about pre-designation, ask your supervisor, departmental Human Resource personnel or a member of the Disability Management Unit in the CEO-Risk Management Division.) If your current doctor is not or does not become a member of the **StanislausMPN**, then you may be required to see a **StanislausMPN** physician.

If your care is transferred into the MPN, you and your primary treating physician will receive a letter notifying you of the transfer. If you meet certain conditions, you may qualify to continue treating with a non-MPN physician for up to a year before you are transferred into the MPN. The qualifying conditions to postpone the transfer of your care into the MPN are in the box above, “Can I Continue Being Treated By My Doctor?” You can disagree with the decision to transfer your care into the **StanislausMPN**. If you don’t want to be transferred into the **StanislausMPN**, ask your primary treating physician for a medical report on whether you have one of the four conditions listed on Page 9 to qualify for a postponement of your transfer into the MPN.

Your primary treating physician has 20 days from the date of your request to give you a copy of his/her report on your condition. If your primary treating physician does not give you the report within 20 days of your request, Stanislaus County can transfer your care into the MPN and you will be required to use a MPN physician.

You will need to give a copy of the report to the Stanislaus County CEO-Risk Management Division’s Disability Management Unit if you wish to postpone the transfer of your care. If you or we disagree with your doctor’s report on your condition, you or we can dispute it. See the complete transfer of care policy for more details on the dispute resolution process.

For a copy of the entire transfer of care policy, ask your claims examiner or a member of the CEO-Risk Management Division’s Disability Management Unit.

What if a MPN doctor who decides to leave the MPN is treating me?

The “Continuity of Care” policy will determine whether you can temporarily continue treatment for an existing work injury with your doctor if your doctor is no longer participating in the MPN.

If you do not qualify to continue your care with the non-MPN provider, you and your primary treating physician will receive a letter of notification.

If you meet certain conditions, you may qualify to continue treating with this doctor for up to a year before you must switch to MPN physicians. These conditions are set forth in the box on Page 9, “**Can I Continue Being Treated By My Doctor?**”

You can disagree with the decision to deny your Continuity of Care with the terminated StanislausMPN provider. If you want to continue treating with the terminated doctor, ask your primary treating physician for a medical report on whether you have one of the four conditions stated in the box on page 9 if you qualify to continue treating with your current

doctor temporarily. Your primary treating physician has 20 days from the date of your request to give you a copy of his/her medical report on your condition. If your primary treating physician does not give you the report within 20 days of your request, the employer can transfer your care into the MPN and you will be required to use a MPN physician.

You will need to give a copy of the report to the Stanislaus County CEO-Risk Management Division's Disability Management Unit if you wish to postpone the transfer of your care into the MPN. If you or we disagree with your doctor's report on your condition, you or we can dispute it. See the complete Continuity of Care policy for more details on the dispute resolution process.

For a copy of the entire Continuity of Care policy, ask your claims examiner or a member of the Disability Management Unit in the Stanislaus County CEO-Risk Management Division.

What if I have questions or need help?

You may always contact the **MPN Coordinator** or **claims examiner** if you need help or an explanation about your medical treatment for your work-related injury or illness.

Telephone Number: (800) 444-6157

Stanislaus County's **MPN website**: <http://www.stancounty.com/riskmgmt/risk-dm-home-main.shtm>

Division of Workers' Compensation (DWC): If you have concerns, complaints or questions regarding the MPN, the notification process, or your medical treatment after a work-related injury or illness, you can call DWC's Information and Assistance at 1-800-736-7401. You can also go to DWC's website at www.dir.ca.gov/dwc and click on "medical provider networks" for more information about MPNs.

The Injured Workers' Right to Pre-designate a Personal Physician

This is a notification of your right to pre-designate a personal physician for treatment of a work-related injury. Predesignation forms are available from the CEO-Risk Management Division's Disability Management Unit.

Employees outside the MPN Geographic area:

1. Injured workers who permanently relocate to a geographical area outside the MPN may select a new primary treating physician in their area. You are entitled to a choice of at least 3 physicians outside the MPN geographic service area. You may also change to a different physician among the above-referred physicians and you **may obtain a second and third opinion from the referred physicians**. The injured worker may select a new primary treating physician pursuant to Labor Code 4600.

2. If employees are injured while on work-related travel outside the MPN geographical coverage area, they shall receive treatment according to the severity of the injury or illness.

Employees who have a work-related injury or illness while outside the MPN geographical coverage area and who require emergency services shall go or be transported to the nearest emergency room. The ill or injured employee, or representative, shall notify the provider that the illness or injury is believed to be work-related, and shall report the injury/illness to the employer as soon as possible.

For non-emergency treatment the ill or injured employee shall go to the nearest urgent care center or select a physician of his or her choice to treat and notify the provider that the illness or injury is believed to be work-related. The employee shall notify the employer as soon as possible.

3. If an injured worker elects to temporarily reside outside the MPN geographic service area during recovery from an illness or injury, then either the primary treating physician from within the MPN or the MPN applicant shall make a referral to an alternate physician.

The employee shall be provided with a list of three physicians located within the access standards described in 8 CCR §9767.5© and 8 CCR § 9767.5(d) from which to choose an alternate primary treating physician. Either the current primary treating physician from within the MPN or the MPN applicant shall provide the list. The employee shall select a new primary treating physician from the list of three. The remaining two physicians from the list shall be the 2nd and 3rd opinion physicians in the event of a dispute over diagnosis or treatment. Please refer to the procedure for obtaining a 2nd and 3rd opinion for more detail on the process for obtaining a 2nd and 3rd opinion.

4. If the employee is in need of emergency services, he or she shall be transported to the closest emergency room and treated by an appropriate provider, regardless of MPN membership.

On the Job Injury/Illness Occupational Provider List

If possible call ahead to schedule appointment to avoid an unnecessary wait.

Sutter Gould Occupational

600 Coffee Road
Modesto, CA 95355
209-521-6038

Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.

Kaiser Occupational

4601 Dale Road, 4th Floor
Modesto, CA 95356
209-735-4121

Hours: Monday - Friday 8:30 a.m. - 5:00 p.m.

After hours call: 557-1650

After Hours: 8:30 am—7:30pm, 7 days a week (by appt only)

Kaiser Hospital Emergency Services (1st floor)

Hours: 24 hrs a day, 7 days a week

US Health Works

1524 McHenry Ave., Suite 500
Modesto, CA 95350
209-575-5801

Hours: Monday - Friday 8:00 a.m. - 6:00 p.m.

California Occupational Physicians

2112 McHenry Ave
Modesto, CA 95350
209-572-2114

Hours: Monday - Friday 8:00 a.m. - 5:00 p.m.

For after hours:

Memorial Prompt Care

1700 Coffee Road
Modesto, CA 95355
209-526-4500

Hours: 24 hrs a day, 7 days a week

For a more complete list go to <http://www.stancounty.com/riskmgmt/risk-dm-home-main.shtm>

Stanislaus County
CEO-Risk Management Division
Disability Management Unit
1010 10th Street, Suite 5900
Modesto, CA 95354
(209) 525-5782 or (209) 525-5710

Acclamation Insurance Management Services
P.O. Box 269120
Sacramento, CA 95826-9120

Keep this information in case you have a
work-related injury or illness.

CEO-Risk Management Division 525-5782



Stanislaus County

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